



Technology Policy and Procedures
Computer Networks, Communication and Internet Use
Lewis County, WA

Part Eleven of the Lewis County Policy Manual

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I. Purpose

Establish guidelines for the use of County computer systems and equipment. This policy applies to all county “users” including: employees, elected officials, volunteers and anyone using the County computers systems.

A) Executive Steering Committee (ESC) proposes technology policies and standards. The ESC will:

- 1) Meet at least quarterly to discuss technology issues.
- 2) Receive, review and introduce new policies.
- 3) Review hardware and software standards.
- 4) Adopt new and/or updated policies and standards for review from the Board of County Commissioners (BOCC).

B) BOCC adopts technology policies and standards. The BOCC will:

- 1) Review new and updated policies and standards proposed by the ESC.
- 2) Adopt approved policies and standards through resolution.

C) Information Services monitors technology policy compliance. Information Services will:

- 1) Identify and document violations.
- 2) Information Services staff will report violations to the Information Services Manager/ Chief Information Officer (CIO) who will notify the Director of Central Services.

D) Directors and Elected Officials will enforce technology policies. Directors and Elected Officials will:

- 1) Distribute the adopted technology policies and ensure that they are read and signed by all users.
- 2) Instruct managers and supervisors to monitor compliance.
- 3) Identify, document and report violations to the Information Services Manager.
- 4) Apply appropriate instruction and/or discipline when violations are found or are reported.

II. Policy

- A) The use of County computer systems and equipment (including the Internet) has become an essential tool for conducting the business of the County. Its use shall be consistent and not conflict with appropriate County business. Appropriate County business includes activity related to the nature of the work performed by the user in their job capacity at the County.
- B) The Information Services Manager/CIO will be notified in the event of any suspected unauthorized use of County computer systems or resources.
- C) Department Directors and Elected Officials are responsible to enforce this policy and monitor compliance for personnel within their departments.
- D) Users in the course of their duties may, from time to time, be required to utilize County computer systems in a manner which is inconsistent with this policy. Such use is permitted as required, and will be monitored by the user's appropriate supervisor.

III. Definitions

A) Inappropriate use:

- 1) Personal use for personal business outside of section IV-C-5.

This includes:

- a. Using County resources to solicit other employees for ventures which are not sponsored by the County (an example of a venture sponsored by the County would be the United Way campaign).
 - b. Distributing information about persons or organizations outside the business of the County.
- 2) Violating copyright, license agreements, or other contracts or any other illegal uses.
 - 3) Interfering with intended use of information resources.
 - 4) Seeking to gain unauthorized access to resources.
 - 5) Using any computer system or equipment under false pretenses.
 - 6) Destroying, altering, dismantling or otherwise interfering with the integrity of information without authorization.
 - 7) Transmitting communications that may be construed as sexually suggestive, offensive, demeaning, insulting, harassing or disparaging of others. Messages which may be considered offensive are any messages which contain sexual

implications, religious slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin or disability.

- 8) Downloading software without the approval of the Information Services Division.
- 9) Promoting personal, commercial or political causes or campaigns.
- 10) Promoting union activity unless specifically approved in advance by the user's manager, director, elected official or CBA.
- 11) Any use for non-business purposes during time for which the user is being compensated by the County. See section IV-C-5 of this policy for clarification.
- 12) Non work-related streaming data such as video or audio. (An example would be listening to music over the Internet.)

B) County Computer Systems:

- 1) County computer systems include hardware, software, network systems and storage, email, Internet, databases and any other systems owned, operated or provide by the County to its users.

C) Personal Folders

- 1) Portions of the network specifically designated to a user to retain information, email, attachments, calendars and other individual information.
- 2) The term "personal" does not indicate the contents are of personal/non-County business in nature.

IV. Guidelines and Rules

A) General:

- 1) The County furnishes computer systems for use in County business or activities.
- 2) All County computer systems as defined in this policy are the property of the County. The County reserves the right to access, read, use and disclose employee communications and files as appropriate.
- 3) Users should be aware that computer software makes it possible to retrieve messages that were deleted after being transmitted or recorded and that deleted transmissions and files may be reconstructed. Users should always

assume that any information transmitted can be recovered. Further, the use of passwords for security does not guarantee confidentiality.

- 4) Users shall not use a code, access a file or retrieve another employee's email message without that person's permission. However, this rule does not prohibit Information Services staff designated by the Information Services Manager or supervisory personnel from reviewing or monitoring employee email or other electronic and digital communication as appropriate.
- 5) Users shall not access unauthorized areas of the network or modify unauthorized system structures, hardware, software or data.
- 6) Improper use of County computer systems by users may result in discipline up to and including termination.

B) Email and Text and Instant Messages:

- 1) All messages are records and are property of Lewis County and should not be regarded as private communications. Therefore, the content of messages sent should be tailored accordingly.
- 2) Users should manage email boxes so that old emails that do not serve a purpose are deleted. Emails that are to be retained should be archived.
- 3) Users should when they are in compliance with the Washington State Retention Laws and the Public Disclosure Laws delete messages that they have sent or that are sent to them once the messages have served their original purpose. Employees are not to delete any messages or files that do not belong to them without the consent of the other user.
- 4) Users should not forward emails intended to be confidential and for their "eyes" only.

C) Guidelines for Internet Use:

- 1) With permission from the appropriate manager, director or elected official, users may use the Internet provided the employee ensures adequate protection of County resources and appropriate use as defined herein.
- 2) To ensure adequate protection of County resources, a user using the Internet must be familiar with the use of virus scanning software and utilize this software while using the Internet. If the user is not familiar with how to protect their computer from viruses, they should not use the Internet until the Information Services Division has properly trained them.
- 3) Users should be aware and at all times attempt to prevent potential County liability in their use of the Internet. It will be the personal responsibility of each

user using the Internet to ensure no misunderstandings occur as to representations made by County employees. Any correspondence to be transmitted via the Internet that purports to represent the views of Lewis County will require prior review and approval by the appropriate elected official.

- 4) If a user has a question about the proper use of the Internet, it shall be their responsibility to obtain guidance from their supervisor prior to such use. If the supervisor, manager, director or elected official is unsure, they should contact the Information Services Manager. It shall be the responsibility of each employee to ensure his or her compliance with County policies.
- 5) "Occasional but limited" use as defined by WAC 292-110-010 is permitted. Examples of "occasional but limited use" as defined by WAC 292-110-010 include:
 - a. Use of email or phone during breaks to confirm that children have arrived home safely from school.
 - b. Wishing a "happy birthday" or advising of an "agency" social event over messaging.
 - c. Advising employees of recreation center activities or opportunities.
 - d. Use of the Internet to retrieve general information during non-working time (i.e.: reading the online newspaper).
 - e. If the supervisor is unsure of what is appropriate use, please contact the Information Services Manager.

D) Software Guidelines:

- 1) Users are expected to use only software provided or approved by Information Services.
- 2) Users shall respect and abide by the terms of software licenses, including, but not limited to a prohibition on reproduction of licensed software.
- 3) All software provided by Information Services are properly licensed and maintained.
- 4) Any suspected misuse of software shall be reported to the appropriate supervisor.

E) Supervisors Responsibilities:

- 1) Supervisors shall be responsible for assuring the distribution of this policy and informing employees that violations will result in disciplinary action.

- 2) The department directors and elected officials can approve the use of County computer systems at an employee's home. Such approval shall be in writing and shall specify if the use of the systems will result in paid time.

F) User Responsibilities:

- 1) Users are responsible for understanding and complying with this policy.
- 2) If the County is sued because of activities of an employee, which violated this policy or any law, the user/employee will pay any damages awarded against the County, plus costs of attorney's fees.
- 3) If a user is sued because of activities in violation of this policy or law, the County may not represent the user/employee.
- 4) Users will reasonable steps to follow these guidelines;
 - a. Keep secret and unique passwords for individual accounts.
 - b. Not allow others to use your email.
 - c. Log out or lock your system when not at your computer.
 - d. Store your data files on network storage and not on the computer.

G) Department Director or Elected Official Responsibilities:

- 1) Each department director or elected official is responsible for the oversight of the use of systems within their respective departments/offices.
- 2) Each department director or elected official is responsible for enforcing this policy within their departments/offices in consultation with the Information Services Manager.
- 3) Consult with the Information Services Manager about interpretations regarding this policy.

H) Remote Connections:

- 1) Information Services will allow managers, directors, elected officials and authorized users VPN (Virtual Private Networking) access to their office computers or network data with documented approval from their supervisor.
- 2) Information Services will approve or provide hardware for this access.

V. Purchase, Installation and Inventory

A) Technology Purchases:

- 1) Technology software, hardware and licenses will be purchased through and with the consultation of the Information Services Division.
- 2) All technology purchases will require written authorization via email or otherwise from the appropriate manager, director or elected before items are ordered.

B) Installations:

- 1) The installation of hardware and software on or of County computer systems is to be done by or under the direction of the Information Services Division.

C) Inventory:

- 1) Information Services will inventory all hardware and software licenses for the County departments and offices.
- 2) Information Services will store all software media and licenses for all departments and offices.

VI. Technology Disposal

A) Hardware and Software

- 1) Information Services will identify and prepare hardware and software for surplus or reissue.
- 2) Hardware and Software identified for surplus disposal will be disposed of by the Facilities Division.
- 3) Hardware and Software identified for reissue will be handled by the Information Services Division.

B) Printer Cartridges

- 1) Empty or used Inkjet and LaserJet cartridges will be returned to Information Services for proper disposal or reuse.

VII. Lewis County Web Presence

A) Official Website

- 1) The Lewis County web site will represent the interest and image of the County. The website will not be used to promote non-County sponsored events/services.
- 2) Lewis County has an official web site that is managed by the Information Services Division. All elected offices and departments who have a web presence will use the official county web site and managed services.
- 3) The website will have a consistent flow and style throughout the site. The Information Services Manager will recommend design, navigation system and content standards to the ESC to recommend approval from the BOCC.
- 4) Lewis County departments and offices are responsible for providing data content and updates to their portion of the web site and are responsible to ensure the accuracy and compliancy of the content. Accommodations may be made for content updates such as custom interfaces, etc.

BOCC Approved _____

Ron Averill – District 1

Date

Richard Graham – District 2

Date

Lee Grose – District 3

Date

Lewis County Employee Computer User Form

As an employee of the Lewis County, I have read and understand the county's policy on Computer Networks, Communication and Internet Use. I recognize and understand that the County's computer, messaging and internet systems are to be used in a manner consistent with conducting County business as described by the policy.

I am aware that the County reserves and will exercise the right to review, audit, intercept, access and disclose all matters on its systems at any time, with or without employee notices, and that such access may occur during or after working hours. I am aware that use of a County-provided password or code does not restrict the County's right to access electronic communications. I understand that violations of this policy may subject me to disciplinary action, up to and including discharge from employment.

I have read and understand the County's policy regarding Computer Networks, Communication and Internet Use. I have read and understand this notice.

Printed Name (First, Middle, Last)

Job Title

Signature of Employee

Date

Department / Division

I concur that the above employee is approved for use of and access to County Computer Systems.

Signature of Supervisor

Date

Signature of Information Services Manager

Date